

DASH PROJECT PROFILE

Using a Connected Information System to Enable Spontaneous, Shared Community Treatment of Adults with Severe Mental Illness

San Antonio, TX



“We are creating a mechanism for data sharing that allows us to find and communicate clinically about individuals with the highest level of complex needs.”

PROJECT SNAPSHOT

Target Population	Adults in San Antonio with severe mental illness and co-occurring substance abuse and/or physical health conditions
Health Objective	Improve physical and behavioral health; reduce ED and inpatient use, incarceration, and cost
Geographic Scale	County
Sectors	Clinical health care, public safety/law enforcement, mental/behavioral health care, housing/homelessness, information management infrastructure
Data Types	Service (EHRs, case management), administrative, personal demographic, outcomes
Data Integration	Enable physical and behavioral health providers to share data and information via a HIE
Project Expertise	Developing data-driven approaches to reduce inappropriate incarceration and health care system utilization

OVERVIEW

On behalf of the Community Medical Directors Roundtable, the Center for Health Care Services (CHCS) is leading a multi-sector effort to create a connected information system that integrates physical and behavioral health care data into Healthcare Access San Antonio (HASA), a regional health information exchange (HIE). The system will enable critical sectors—including law enforcement, hospitals, and homelessness services providers—to rapidly identify people in crisis and notify CHCS staff through real-time HASA alerts. This will allow behavioral health providers to intervene earlier and prevent inappropriate hospitalization or incarceration. Furthermore, when a patient arrives in the emergency department exhibiting psychiatric symptoms, HASA-participating organizations will be able to access an individualized Community Treatment Plan to help direct the patient’s course of care.

PROJECT APPROACH

The Center for Health Care Services will:

- **Provide access to Community Treatment Plans:** Organizations participating in HASA will be able to access Community Treatment Plans, which list individual patients’ medication lists, medical history, and CHCS behavioral health contacts. CHCS is working on establishing partitioned access to these plans for the San Antonio Police Department.
- **Initiate real-time HASA alerts:** CHCS will receive a report every 12 hours of any patient exhibiting psychiatric symptoms presenting at emergency departments and hospitals.

LEAD AGENCY

The Center for Health Care Services (CHCS) is a state-authorized local mental health authority that operates as the behavioral health safety net for Bexar County/San Antonio. CHCS is the lead member of the project, sustaining and deepening cross-sector collaborations between the Community Medical Directors Roundtable and Healthcare Access San Antonio to extend their High Utilizer Model and create a connected information system.

PARTNERS/COLLABORATORS

Healthcare Access San Antonio (HASA) is the regional Health Information Exchange developing and implementing a multi-user, secure community health record. They will also establish a data bridge between CHCS and other sectors (i.e. hospital systems, law enforcement, homeless shelters) with partitioned access where appropriate to enable all critical sectors to rapidly identify and redirect consumers in crisis.

Community Medical Directors Roundtable (CMDRT) is an organization of primary, tertiary, emergency and behavioral health providers that is comprised of major hospital systems, elected officials, units of government, the Veterans Administration, law enforcement, and outpatient clinics. CMDRT is identifying points of intersection, approving/monitoring project outcomes, encouraging participation in HASA, and sponsoring field-based training with law enforcement officers.

CI:Now evaluators will analyze project generated data to verify project impact and create reports and queries for presentation to the Roundtable and public stakeholders to stimulate support and sustainability.

Law Enforcement/Emergency Responder Agencies are working with CHCS to establish partitioned access to Community Treatment Plans for law enforcement officers and emergency personnel so that they can identify people in crisis and notify CHCS staff through HASA alerts.

ANTICIPATED IMPACT

Integrating data from multiple sectors in HASA and interfacing with other local process systems will help establish a continuum of care in San Antonio that rapidly identifies clients with mental health needs and provides appropriate services in times of crisis. Streamlining the process will save costs by directing the course of care and providing appropriate treatment, while also reducing incarceration and emergency department visits. The Community Medical Director's Roundtable also plans to use the aggregated data to identify resource gaps, plan new services, and evaluate the project's impact on their clients, their organizations, and the general community.

USE CASE SUMMARY

USE CASE	ACTOR	SYSTEM	OUTCOME
<ul style="list-style-type: none">Improved care/service in a crisisPhysical/behavioral care integrationIdentify resource gaps, plan new services, and evaluate impact	<ul style="list-style-type: none">CHCS High Utilizer program and integrated care teamLaw enforcementHomeless sheltersHASACMDRT	<ul style="list-style-type: none">HASA alerts and Community Treatment Plan on HIEEMRPatient RegistryClinical Decision Support SystemAggregate data (reports)Other local process systems	<ul style="list-style-type: none">Care teams intervene on behalf of identified clients to prevent unnecessary treatment/escalationEmergency responders identify persons with a care team in placeEDs have access to medication listsCMDRT examines system evaluations to address gaps in care

ABOUT DASH

The Center for Health Care Services is a grantee of Data Across Sectors for Health (DASH) – a national program of the Robert Wood Johnson Foundation, with direction and technical assistance provided by the Illinois Public Health Institute in partnership with the Michigan Public Health Institute. DASH aims to identify barriers, opportunities, promising practices and indicators of progress for multi-sector collaborations to connect information systems and share data for community health improvement. DASH is a partner of All In: Data for Community Health, a national network of projects with the common goal of improving multi-sector data sharing and collaboration.

